

## Citizen Services Cost Calculator

### What is The Citizen Services Cost Calculator?

The Citizen Services Cost Calculator allows you to estimate the expenditures required to establish and operate contact centers that meet citizen expectations for timely, accurate, and consistent responses. It is designed to save you time and money outlining all the support costs involved in running a call or contact center, and the approximate cost for that support.

***Our cost calculator received the 2006 Federal Chief Information Officers Council Leadership Award in April.***

### What Does The Citizen Services Cost Calculator Do For You?

Our calculator helps if your agency is establishing a center for the first time. If your agency has a center in place, our calculator helps develop business cases for changes to your center or to help prepare for contract renewal. Our calculator also analyzes alternatives using “what-if” scenarios. This function allows your agency to explore options and costs for adding services or for “contracting out” center operations, including our [FirstContact contract](#).

### Our Model

The model has three parts:

1. Cost Elements - detailed cost drivers that make up the core of the model.
2. Assumptions - basic theories about factors, such as whether or not you need IVR capability.
3. Business Rules - describes logical and mathematical interactions of elements. In general, they are translated into formulae within the model.

Our calculator doesn't require major knowledge of contact center technologies. The model uses the above inputs to calculate workforce, hardware, software, telecommunications and facilities costs. Initial and recurring costs are also calculated.

USA Services, the citizen's advocate in the Federal government, developed the software, working with 10 Federal agency partners and the MITRE Corp. of McLean Virginia, a non-profit, Federally Funded Research and Development Center (FFRDC).

### How to Obtain A Copy

Copies of our calculator are available for free to all Federal Agencies. To obtain a copy, please contact Linda Tran at (202) 208-0568 or [lindatran@gsa.gov](mailto:lindatran@gsa.gov) or visit us online at <http://www.USAServices.gov>